AMENDMENTS TO THE CLAIMS:

Please amend the claims as follows:

1. (Original) An inquiry-management system that manages inquiries received as FAX data and comprising:

a FAX-receiving means of receiving said FAX data and converting said received FAX data to FAX-image data that is in image format that can be viewed by a browser;

an information-communication-form-creation means of creating an information-communication form that contains said FAX-image data converted by said FAX-receiving means and is used for managing said inquiries;

an information-communication-form-memory means of storing said information-communication-form created by said information-communication-form-creation means; and

an input-screen-providing means of providing a browser screen comprising an input area for performing input to said information-communication-form that is stored in said information-communication-form-memory means, and a display area for displaying said FAX-image data.

2. (Original) The inquiry-management system of claim 1 wherein

said information-communication form comprises; form information for identifying said information-communication form and identifying the inquiry source; part information for identifying the repair part that is the object of the inquiry; comments and answer comments.

3. (Original) The inquiry-management system of claim 2 wherein

said FAX-receiving means outputs the sender's number and/or FAX header to said

information-communication-form-creation means, and

said information-communication-form-creation means performs input to the items of

said form information based on the sender's number and/or FAX header.

4. (Original) The inquiry-management system of claim 2 or 3 wherein

said part information, comments and answer comments of said information-

communication form that is created by said information-communication-form-creation

means are blank fields.

5. (Original) An inquiry-management method that manages inquiries received as

FAX data and that:

receives said FAX data;

converts said received FAX data to FAX-image data that is in image format that can

be viewed by a browser;

creates an information-communication form that contains said converted FAX-image

data and is used for managing said inquiries;

stores said created information-communication-form; and

provides a browser screen comprising an input area for performing input to said

stored information-communication-form, and a display area for displaying said FAX-

image data.

6. (Original) The inquiry-management method of claim 5 wherein

said information-communication form comprises; form information for identifying said

information-communication form and identifying said inquiry source; part information for

identifying the repair part that is the object of the inquiry; comments and answer

comments.

7. (Original) The inquiry-management method of claim 6 that performs input to the

items of said form information based on the sender's number and/or FAX header.

8. (Original) The inquiry-management method of claim 6 or 7 wherein

said part information, comments and answer comments of said created information-

communication form are blank fields.

9. (Original) An inquiry-sorting system that sorts inquiries received as FAX data

among answering departments that will answer the inquiries and comprising:

an information-communication-form-creation means of receiving said FAX data and

creating an information-communication form for managing said inquiry;

an information-communication-form-memory means of storing said information-

communication form that was created by said information-communication-from-creation

means;

a form-screen-providing means of providing the managing terminal with a browser

screen that comprises an inquiry-contents-input area for inputting inquiry contents into

said information-communication form that is stored in said information-communication-

form-memory means, and designating an answering terminal according to the input inquiry contents; and

an inquiry-answer-screen-providing means of providing the answering terminal that was designated by the input of the inquiry contents with a browser screen that comprises an answer-comment-input area for inputting answer comments into said information-communication form that is stored in said information-communication-form-memory unit.

10. (Original) The inquiry-sorting system of claim 9 wherein

said information-communication-form-creation means sends an information-communication-form-creation notification to said managing terminal to notify that said information-communication-form has been created.

11. (Original) The inquiry-sorting system of claim 9 or 10 wherein

said form-screen-providing means sends an inquiry-request notification to said answering terminal when an inquiry instruction is received from said managing terminal.

12. (Currently Amended) The inquiry-sorting system of any of the claims 9 to 119 or 10 wherein

said answer-screen-providing means sends an answer-complete notification to said inquiry-source terminal when an instruction to answer said inquiry is received from said answering terminal.

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13. (Original) An inquiry-sorting method that sorts inquiries received as FAX data among answering departments that will answer the inquiries and:

receives said FAX data and creates an information-communication form for managing said inquiry;

stores said created information-communication form;

provides the managing terminal with a browser screen that comprises an inquiry-contents-input area for inputting inquiry contents into said stored information-communication form;

designates an answering terminal according to the input inquiry contents; and

provides the answering terminal that was designated by the input of the inquiry contents with a browser screen that comprises an answer-comment-input area for inputting answer comments into said stored information-communication form.

14. (Original) The inquiry-sorting method of claim 13 that sends an information-communication-form-creation notification to said managing terminal to notify that said information-communication-form has been created.

15. (Original) The inquiry-sorting method of claim 13 or 14 that sends an inquiry-request notification to said answering terminal when an inquiry instruction is received from said managing terminal.

16. (Currently Amended) The inquiry-sorting method of any of the claims ~~13 to 15~~13 or 14 that sends an answer-complete notification to said inquiry-source terminal when

an instruction to answer said inquiry is received from said answering terminal.